

**Vermont Psychiatric Care Hospital
Patient Perceptions of Care Survey 2014**

At the time of discharge, patients are provided with a survey by their social worker that asks them to rate their satisfaction with the care they received at VPCH. Results are reported as the percentage of positive responses to the 16 questions in the survey.

2014 VPCH Patient Satisfaction Survey Results

Information and Education	
How often were patients given information about Hospital rules and expectations? <i>(Percentage of patients who answered "always")</i>	83%
How often did patients receive information about their rights? <i>(Percentage of patients who answered "always or usually")</i>	90%
How often were patients given information about medications and side effects? <i>(Percentage of patients who answered "always")</i>	100%
Communication and Support	
How often were things explained to patients in a way they could understand? <i>(Percentage of patients who answered "always or usually")</i>	100%
How often patients were carefully listened to? <i>(Percentage of patients who answered "always or usually")</i>	90%
How often were patients felt enough time was spent with them? <i>(Percentage of patients who answered "always or usually")</i>	90%
How often were patients treated with respect and dignity? <i>(Percentage of patients who answered "always or usually")</i>	90%
How often were patients given reassurance and support <i>(Percentage of patients who answered "always or usually")</i>	100%
How often were patients involved as much as they wanted to be in decisions about my treatment? <i>(Percentage of patients who answered "always or usually")</i>	100%
How often did patients find the Hospital Staff and treatment team to be helpful? <i>(Percentage of patients who answered "always or usually")</i>	90%
Physical Comfort	
How often patients found their room to be clean and comfortable? <i>(Percentage of patients who answered "always or usually")</i>	100%
How often patients could find peace and quiet when needed? <i>(Percentage of patients who answered "always or usually")</i>	60%
COORDINATION OF CARE	
How often those who cared for me worked well together as a team? <i>(Percentage of patients who answered "always or usually")</i>	100%
How often involved in planning my discharge and any further care? <i>(Percentage of patients who answered "always or usually")</i>	100%
OVERALL	
How much patients were helped by care received? <i>(Percentage of patients who answered "a lot")</i>	70%
Overall rating of care received? <i>(Percentage of patients who answered "excellent")</i>	70%